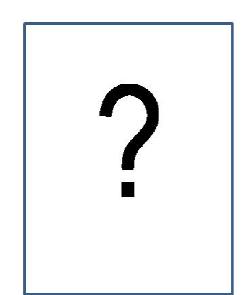


5.6 Public Safety & Security Department

		
	<p>Mkhabela, Thulani Velentine Director Public Safety & Security</p>	
	 Johnstone, Daniel Jacobus Chief Fire Officer	 Enock, Collin Chief Traffic Officer

Function: Msukaligwa Municipality 5.6.1 Public Safety and Security Department	
Reporting Level	Detail

Overview:

Mr. Mkhabela, Thulani Valentine
Director Public Safety And Security

Foreword By The Director Public Safety And Security

This annual report outlines the details of the various programmes managed by the Public Safety and how we have performed towards the meeting the targets we set. We firmly believe that we are on track towards meeting the strategic objectives of our Municipality. In our plight of deepening our democracy and with the introduction of the White Paper on the transformation of the Public Service and the Batho Pele White Paper is a clear indication of the importance of the Public institutions as a key machinery of Government in the process of making the vision of a better life for all a reality.

During the current year under review Public Safety has become one of the talking points in the community, media and other spheres of government, which is the indication of a built of trust amongst the community. Our commitment is also notices with the improvements of services especially in the Licensing section which over a period of time drawn negative publicity amongst the media.

Public Safety continues to foster relationship with local Business

- **Objective of the Public Safety**
The main objective of the Public Safety is to provide administrative leadership and strategic guidance and ensuring safety environment within the municipality in fulfilling its mandate.
- **Vision**
Through its committed people, Msukaligwa will be the best municipal service deliverer and will continually better itself in order to transform and develop the delivery system to meet the challenges of sustainable development and improve well-being
- **Mission statement**
We render public safety services to our local communities, tourists and people in transit through effective and efficient traffic control, licensing, security, emergency services, fire services and disaster management in order to ensure a safe and sustainable environment for all our stakeholders
- **Value statement**
The Department of Safety subscribes to the following Municipality public ethical values which guide the municipality and the Department to operate in a socially acceptable way and adhere to the principle of corporate governance:
 - Non-discrimination
 - Non-racialism
 - Transparency
 - Accountability
 - Non-sexism
 - Democracy
 - Honesty
 - Service standards and redress
 - Consultation
 - Access
 - Information
 - Value for money

Our Approach To Improve Public Safety

- **The Department of Public Safety will endeavor to:**
 - Share Information.
 - Guide and support each other.
 - Draft policies, standard operating procedures and standing orders.
 - Render a reliable, customer focused service.
 - Apply the 'Batho Pele' principles.
 - Respect each other, person's views and suggestions.
 - Clarify roles and responsibilities.
 - Communicate with each other.
 - Make ourselves available for service at all times.
 - Abide by all legislative requirements and promote the government's mandate.
 - Implement capacity building programmes.

Description of the Activity:	<p>These services extend to include Msukaligwa Municipality, but do not take account of GSDM Municipality which resides within the jurisdiction of Provincial government. The municipality has a mandate to:</p> <ul style="list-style-type: none"> ■ Develop bylaws and implementation of Council's resolutions ■ Promote sustainable development and safety and security within Msukaligwa areas of jurisdiction. <p>Our mandate is derived from chapter 7 of the Constitution of the Republic of South Africa. As a Public Safety Department our function is to implement council's policies, bylaws and our functions are underpinned by the following National Acts:</p> <ul style="list-style-type: none"> ■ National Road Traffic Act 93/1996 ■ Disaster Management Act 57/2000 ■ Municipal Finance Management Act 53/2003 ■ Municipal systems Act 32/2000 ■ Municipal Demarcation Act 27/1998 ■ National Fire brigade Service Act 99/1987 ■ Municipal Structures Act 117/1998 ■ Intergovernmental relations frame work Act 13/2005 ■ Criminal Procedure Act 51/ 1977 ■ Relevant government gazette and guidelines
Analysis of the Function:	<p>The following strategic objectives were identified for the Municipality Strategic Goal : <i>To provide effective, efficient and accessible Public Safety Services to all local communities and tourists and people in transit.</i></p> <ul style="list-style-type: none"> ■ To manage disasters within the municipal boundaries. ■ To ensure the general public safety of all stakeholders. ■ To apply sound licensing practices. ■ To provide fire and rescue/medical services. ■ To provide traffic control and law enforcement within the municipal boundaries. ■ To co-ordinate security activities within the municipal boundaries. ■ To ensure the payment for services (including fines). ■ To obtain external funding from the public sector.

Function: Msukaligwa Municipality
Sub: Public Safety & Security Department
5.6.1.1 Fire and Rescue Services

Reporting Level	Detail	Total
Overview:	<p>Manages and controls the key performance areas associated with the Fire Services functionality through the design, development and alignment of policies, procedures, systems and controls guiding critical interventions and processes with respect to prevention and /or risk reduction and elimination and, providing advice, information and guidelines on mission critical initiatives related to legislative imperatives from a service delivery and community responsibility perspective with a view to improving understanding of the benefits of a preventative approach to protecting communities and maintaining a safe environment.</p>	
Description of the Activity:	<p>The Fire and rescue services of the municipality are administered as follows and include:</p> <ol style="list-style-type: none"> 1. Operational <ul style="list-style-type: none"> Firefighting Medical First Responder Confined Space Rescue Elevated Rescue High-angle Rescue Extrication Hazardous Material Response Water Rescue Search and Rescue Mutual Aid Responses to surrounding municipalities Scene Stabilization Natural Disaster Responses and Man-made Disaster Responses Other Emergency Responses not otherwise classified 2. The routine non-emergency services include the following: <ul style="list-style-type: none"> Inspection services Construction Plan Review services Fire Code Compliance Arson Investigation and Cause/Origin Investigative services. Public Education Programs Public Training Programs Departmental Training Programs Equipment maintenance and repair Data Collection, Recordkeeping, and Analysis Other non-emergency services 3. Fire safety activities <p>All the necessary fire prevention inspections were conducted to ensure there are no fire code violations.</p> <p>The Fire Prevention Officer's was again very active and was able to involve persons in fire and life safety programs, in keeping with our commitment to becoming more proactive in the prevention of fires. Working with local interests and Council, the Fire Department spearheaded the implementation of a revised fire bylaw which is a major step towards ensuring the safety of residents in Msukaligwa.</p> <p>Fire safety activities includes:</p> <ul style="list-style-type: none"> Fire prevention inspections. Building plans inspected. Hazardous substances installation inspections Fire hydrant inspections Attending to fire related complaints 4. Public Education and Awareness Programs <p>The Fire Department has made substantial headway in emergency preparedness with the implementation of various fire safety activities. In the future, more resources will be directed towards involving the public and local business through education in preparing and planning for unforeseen emergencies.</p> <p>Additionally this year, fire fighters were charged with the responsibility of presenting fire safety awareness session and fire safety educational sessions to our citizens about fire hazards and general fire safety.</p> <p>In addition, the Department has two of its own certified instructors that routinely provide training to other agencies.</p> 5. Seminars/ Meetings/ Conferences 	

Analysis of the Function:	<ul style="list-style-type: none"> During 2008/2009 the chief fire officer attended four (4) Branch meetings of the Southern African Emergency Services Institute, representing Msukaligwa Fire and Rescue Service. The Fire Department was also honored to host the 1st MANCOM meeting of the Southern African Emergency Institute in Msukaligwa during January 2009. 																			
	<p>The strategic objectives of this function are to:</p> <ul style="list-style-type: none"> Update by-laws as part of on-going review periodically Fire Fighter Development Petitioning for funding of additional new fire engines Opening of 3 additional fire stations in Msukaligwa Appointment of additional operational fire fighters <p>The key issues for 2008/09 are:</p> <ul style="list-style-type: none"> Fire engine fleet Personnel shortages Weight and Response Attendance Times Financial Constraints 																			
	<p>Number and cost to employer of all personnel associated with the Fire Services function:</p> <table> <tbody> <tr><td>Chief Fire Officer</td><td>1</td></tr> <tr><td>Station Officer</td><td>1</td></tr> <tr><td>Leading Fire Fighters</td><td>2</td></tr> <tr><td>Senior Fire Fighter</td><td>7</td></tr> <tr><td>Fire Fighter</td><td>2</td></tr> <tr><td>Junior Fire Fighter</td><td>3</td></tr> <tr><td>Learner Fire Fighter</td><td>0</td></tr> <tr><td>Control Room Operator</td><td>7</td></tr> </tbody> </table> <p>Total personnel cost per budget for 2007/2008</p>	Chief Fire Officer	1	Station Officer	1	Leading Fire Fighters	2	Senior Fire Fighter	7	Fire Fighter	2	Junior Fire Fighter	3	Learner Fire Fighter	0	Control Room Operator	7			3,811,917
Chief Fire Officer	1																			
Station Officer	1																			
Leading Fire Fighters	2																			
Senior Fire Fighter	7																			
Fire Fighter	2																			
Junior Fire Fighter	3																			
Learner Fire Fighter	0																			
Control Room Operator	7																			
Key Performance Area	Performance During the Year, Performance Targets Against Actual Achieved and Plans to Improve Performance	Current	Target																	
Station #2 construction	Station #2 construction is underway with an expected completion dated of October 2009. The Chief Fire Officer has already begun studying the new response areas and operating procedures that will be required once the new station is occupied			200910																
Training Received	<ul style="list-style-type: none"> skills development plan identified 19 different certified training courses for selected members of the Department a detailed skills training programs were proposed to Human Resources that focus on areas of fire fighter safety on the fire ground Fire Safety Inspection courses was attended 	1	1																	
Training Presented	<ul style="list-style-type: none"> one-day fire extinguisher training courses presented basic (40 hours) fire fighting training courses presented 	2	1																	
Public Education and Awareness Programs	Total Fire awareness sessions/ programs to school groups and community members	37																		
Fleet	The two grass fire units underwent refurbishment	100%	100%																	
Average response time to call-outs	<ul style="list-style-type: none"> Emergency call-outs Standard call-outs 	±9 Minutes	±12 Minutes																	
Legal agreements and by-laws	Fire Admin continue to update our legal agreements and by-laws to ensure we are at the most appropriate stage of readiness	Ongoing	Ongoing																	
Fire Prevention Audits	<ul style="list-style-type: none"> 180 violations of the fire code were uncovered and a subsequent 133 corrections were made as of this writing The number of plans being reviewed for new construction projects has decline over last year's reporting figures from 348 in 2007/2008 to 329 during this year 	74% of 400	329																	

	<ul style="list-style-type: none"> Fire prevention inspections Building plans inspected. Business licenses inspected Hazardous substance permits issued Hazardous substance transport permits issued Fire hydrant inspections 	167 329 25 6 277	
Fire Risk Value	<ul style="list-style-type: none"> Value of property protected during fire, accident or hazardous incidents Value of property destroyed during fire, accident or hazardous incidents 	488,176,000 12,983,252	
Emergencies leading to a loss of life	<ul style="list-style-type: none"> Residential fires Institutional fires Public assembly fires Commercial fires Industry fires Utility fires Transport fires Other fires Vehicle accidents Hazardous substances incidents Other 	2 0 0 0 0 0 0 0 35 0 0	
Fires attended Type and Total number of call-outs.	<ul style="list-style-type: none"> Residential fires Institutional fires Public assembly fires Commercial fires Storage fires Industry fires Utility fires Transport fires Other fires Vehicle accidents Hazardous substances incidents Miscellaneous assistance to people False alarms 	54 3 1 2 2 0 0 18 176 182 5 33 53	
Weight and Response Attendance Times:	% Of calls attended within the predetermined times (SANS 10090)		82%
Calls attended per town	<ul style="list-style-type: none"> Davel/ Kwadela Town Ermelo/ Wesselton Town Sheepmoor Town Breyten/ KwaZulu-Natal Lothair/ Silindile Town Warburton/ Nganga Town Chrissiesmeir/ Kwachibikulu 	9 463 15 34 10 2 5	

Function:	Msukaligwa Municipality																													
Sub:	Public Safety & Security Department																													
5.6.1.2 Traffic Law Enforcement																														
Reporting Level	Detail	Total																												
Overview	Manages and controls the key performance areas associated with the By-Law Enforcement and Road Traffic Management functionality through the design, development and alignment of policies, procedures, systems and controls guiding application and processes with respect to monitoring and maintaining Community and Road Safety, co-ordination of operations, administrative quality systems and, signs and markings programmes and, providing advice, information and guidelines on mission critical initiatives related to legislative imperatives from a service delivery perspective in order to ensure the functionality is positioned to enforce of regulations and legislations that are aimed to prevent unacceptable actions or serious transgressions that impact on public safety and the quality of life of local communities.																													
Description of the Activity:	<p>The function of Traffic Policing services within the municipality is administered as follows and includes monitoring via physical and electronic video security solutions:</p> <ul style="list-style-type: none"> ■ To contribute to the economic well being of the communities of Msukaligwa ■ To enforce traffic law, traffic control and Municipal by-laws ■ To conduct public information and awareness programs ■ Enforce compliance to road traffic signs, rules & regulations ■ To ensure a sustainable and successful maintenance strategy of road signs, signals and markings. ■ To maintain committed goal through direct enforcement and Traffic Control ■ Responsible for all administration duties such as receiving of traffic fines, capturing of data e.g. Traffic Collisions, Issued summonses and Court rolls as well as general office work ■ The Technical Division is responsible for Road marking, Erecting of Road signs and sustaining thereof and maintenance of Traffic Lights 																													
Analysis of the Function:	<p>The strategic objectives of this function are to:</p> <ul style="list-style-type: none"> ■ To enforce traffic law, traffic control and Municipal by-laws ■ To conduct public information and awareness programs ■ Enforce compliance to road traffic signs, rules & regulations <p>The key issues for 2008/09 are:</p> <ul style="list-style-type: none"> ■ Budget constraints ■ Major personnel shortages ■ Outdated Traffic vehicles & Equipment <p>Numbers and costs to the employer of all Traffic Services Staff:</p> <table border="1"> <tr> <td>Chief Traffic Officer</td><td>1</td><td></td></tr> <tr> <td>Traffic Superintendents</td><td>2</td><td></td></tr> <tr> <td>Senior Traffic Officers</td><td>3</td><td></td></tr> <tr> <td>Traffic Officers</td><td>3</td><td></td></tr> <tr> <td>Traffic Officers -Non active traffic officers pending registration</td><td>1</td><td></td></tr> <tr> <td>Clerical Assistants – Law Administration</td><td>2</td><td></td></tr> <tr> <td>General Worker</td><td>1</td><td></td></tr> <tr> <td>Technical Officers</td><td>2</td><td></td></tr> <tr> <td>Technical General Workers</td><td>4</td><td></td></tr> </table> <p>Total Costs: 2 276 345</p>	Chief Traffic Officer	1		Traffic Superintendents	2		Senior Traffic Officers	3		Traffic Officers	3		Traffic Officers -Non active traffic officers pending registration	1		Clerical Assistants – Law Administration	2		General Worker	1		Technical Officers	2		Technical General Workers	4			
Chief Traffic Officer	1																													
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General Worker	1																													
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Technical General Workers	4																													
Key Performance Area	Performance During the Year, Performance Targets Against Actual Achieved and Plans to Improve Performance	Current	Target																											
	<p>Traffic Education Programs at schools in conjunction with the Department of Roads and Transport were held</p> <p>The Department has now purchased a new state of the art Dräger Breathalyzer</p> <p>The machine has been calibrated by the CSIR and has been accepted by the court. It will show its potential in future</p> <p>Three seminars were attended regarding the RTMC and the way ahead for Traffic Law Enforcement.</p> <p>Major road blocks</p> <p>Drunken driving</p> <p>Speed</p> <p>Road sign offences not specified</p> <p>Vehicle license</p> <p>Parking \ stopping general</p> <p>Lights</p> <p>Tires</p>	14	12																											
		25	24																											
		15	12																											
		2512	582,700																											
		25	11,300																											
		289	138,350																											
		348	85,200																											
		155	63,600																											
		234	70,450																											

	Stop signs	136	103,450
	No drivers license	157	153,300
	Other driving offences	84	49,650
	Robot	68	72,400
	Barrier line	45	35,150
	Brakes	80	37,200
	Public \ transport\documents	80	35,750
	Vehicle dimensions	35	13,050.00
	Other offences not specified	84	49,650.00
	Vehicle defects not specified	43	5,450.00
	Seatbelts	36	7,350.00
	Registration plates	20	4,950.00
	Steering	4	2,000.00
	Non Roadworthy vehicles	2	1,500.00
	Negligent driving	4	4,750.00
	Reckless driving	6	6,250.00
	Warrant of arrest	33	12
	Improved traffic safety	14	14
	Traffic signs & street marking repaired in all towns	4	4
	Purchase of new street names	33	33
	Purchase of new traffic vehicle	1	
	Purchase of new Roadblock trailer	1	
	Poles	79	
	Clamps	434	
	Bolts & Nuts	206	
	Regulatory Signs repair & maintenance	56	
	Warning Signs repair & maintenance	57	
Traffic Signals	 Pre - Timed Traffic Signals Poles	8	
	 Pre - Timed Traffic Signals Back screens	9	
	 Pre - Timed Traffic Signals Traffic signal heads	11	
	 Pre - Timed Traffic Signals Visors for signal lamps	30	
	 Pre - Timed Traffic Signals Bulbs replaced	148	
	 Pre - Timed Traffic Signals Screws	34	
	 Pre - Timed Traffic Signals Controllers	9	
Traffic Collisions	 Total Fatal for 2008- 2009	36	
	 Total Serious for 2008- 2009	117	
	 Total Slightly for 2008- 2009	243	
	 Total Not Injured for 2008 - 2009	243	

Function:	Msukaligwa Municipality																	
Sub:	Public Safety & Security Department																	
5.6.1.3 Disaster Management Section																		
Reporting Level	Detail																	
Overview:	Manages and controls the key performance areas associated with the Disaster Management and Security functionality through input into the design, development of approved policies, alignment of procedures, systems and controls guiding critical interventions and processes with respect to loss control, risk reduction and elimination and, providing advice, information and guidelines on mission critical initiatives related to legislative imperatives with a view to sustaining interventions and supporting an integrated approach to protecting Council property and the building of resilient individuals, households and communities within the context of the Integrated Developmental Plan.																	
Description of the Activity:	<p>The function of Disaster Management Section services within the municipality is administered as follows and includes:</p> <ul style="list-style-type: none"> ■ To prevent or reduce the severity of hazards ■ To ensure the preparedness of the community itself ■ To provide an effective response should disaster occur ■ To provide recovery after disaster 																	
Analysis of the Function:	<p>The strategic objectives of this function are to:</p> <ul style="list-style-type: none"> ■ To reduce or avoid the human, physical and economic losses suffered by individuals, society and community at large. ■ To enhance management system or function within the municipal area for the safety of the community and households including the property protection. ■ To promote an integrated and co-coordinated approach to disaster management. ■ To act as information repository for disaster management related issues. ■ To promote research to all aspects of disaster management. ■ To disseminate information regarding disaster management in the municipal area. ■ To promote the recruitment, training and participation of volunteers in the municipality. ■ To establish a disaster management advisory forum consisting of all role-players ■ to provide an integrated and coordinated disaster management policy framework and operation that focuses on prevention or reducing the risk of disasters, mitigating the severity of disasters, emergency preparedness, rapid and effective responses as required by the act <p>The key issues for 2008/09 are:</p> <ul style="list-style-type: none"> ■ Forging of mutual agreement with some of the retail shops. ■ Establishment of the Disaster Unit ■ Formulation of a Disaster Plan ■ Training of the Disaster Management Volunteers in fire fighter 1&2 and HAZMET awareness. ■ Allocation of funds for provision of stipend ■ Budget Constraints <p>Numbers and costs to the employer of all Disaster Management Staff:</p> <table border="1" style="margin-left: 20px;"> <tr> <td>Chief Disaster & Security</td> <td>0</td> <td>0</td> </tr> <tr> <td>Disaster Management Officers</td> <td>1</td> <td>218 184</td> </tr> <tr> <td>Control Room Supervisor</td> <td>1</td> <td>138 879</td> </tr> <tr> <td>Control Room Operators</td> <td>6</td> <td>150 000</td> </tr> <tr> <td>Total Costs:</td> <td></td> <td>507 063</td> </tr> </table>			Chief Disaster & Security	0	0	Disaster Management Officers	1	218 184	Control Room Supervisor	1	138 879	Control Room Operators	6	150 000	Total Costs:		507 063
Chief Disaster & Security	0	0																
Disaster Management Officers	1	218 184																
Control Room Supervisor	1	138 879																
Control Room Operators	6	150 000																
Total Costs:		507 063																
Key Performance Area	Performance During the Year, Performance Targets Against Actual Achieved and Plans to Improve Performance	Current	Target															
Disaster Management Policy	The Disaster Management Plan was reviewed and approved by the council on the 6 th of May 2009 (Resolution No: LM 630/05/2009)																	
Disasters/Incidents	<p>July 2008</p> <p>August 2008</p> <ul style="list-style-type: none"> ■ Shack Fire [Humanitarian Assistance] ■ Veld Fire [House] [Humanitarian Assistance] ■ Storm Wind [Humanitarian Assistance] <p>September 2008</p> <ul style="list-style-type: none"> ■ RDP House [Humanitarian Assistance] ■ Shack Fire [Humanitarian Assistance] <p>October 2008</p> <ul style="list-style-type: none"> ■ Shack Fire [Humanitarian Assistance] ■ House [Humanitarian Assistance] <p>November 2008</p>	0																

	 Shack Fire [Humanitarian Assistance] December 2008  Shack Fire [Humanitarian Assistance] January 2009 February 2009  Shack Fire [Humanitarian Assistance] March 2009  Rain Damage [Informal Settlements] [Humanitarian Assistance]  Fire [House] [Humanitarian Assistance]  Shack Fire [Humanitarian Assistance] April 2009  Shack Fire [Humanitarian Assistance] May 2009 June 2009  Shack Fires [Humanitarian Assistance]	2 3 7 4 1 2 1 0 2	
Awareness Campaign	On the 06 th of December 2008, an awareness campaign was held in Msukaligwa Municipality in cahoots with the Provincial Disaster Centre, Gert Sibande Disaster Centre and Msukaligwa Municipality Disaster Centre. The campaign was focused on the following hazards namely: crime, accidents and shack fires (informal and formal settlements)		
Disaster Awareness Statement	A disaster awareness statement was circulated electronically and also released in the Highveld Newspaper on 24 th of April 2009 and in the Tribune on the 28 th of April 2009		
Disaster Awareness Program	During the month of May 2009 the disaster awareness program was roll-out to schools around the municipal area starting from the 6 th of May 2009		

Function: Msukaligwa Municipality
Sub: Public Safety & Security Department
5.6.1.4 Licensing Section

Overview:	<p>Manages the implementation, monitoring, evaluation and reporting sequences of outcomes associated with plans and procedural applications designed to accomplish key service delivery objectives with respect to the provision of a vehicle testing and licensing service through the co-ordination of operations and quality systems and approval/ certification processes in accordance with statutory legislation regulating Road Safety.</p> <p>Msukaligwa Registering Authority renders its mandated Services in the following service centers:</p> <ul style="list-style-type: none"> ➢ Ermelo RA as the main centre ➢ Breyten RA as the Satellite Station 																	
Description of Activity:	<p>The function of Licensing Section within the municipality is administered as follows and includes:</p> <ul style="list-style-type: none"> ➢ Registration and licensing ➢ Roadworthiness of vehicles ➢ Learner and Driving Licenses ➢ Professional Driving Permits ➢ Instructors Certificate ➢ Permits 																	
Analysis of the Function:	<p>The strategic objectives of this function are to:</p> <ul style="list-style-type: none"> ➢ To apply sound licensing practices. <p>The key issues for 2008/09 are:</p> <ul style="list-style-type: none"> ➢ Staff Shortages ➢ New booking system for Driving and Learners Licenses <p>Numbers and costs to the employer of all Disaster Management Staff:</p> <table> <tbody> <tr> <td>➢ NaTIS Officers</td> <td>5</td> <td>1 243 897</td> </tr> <tr> <td>➢ Clerical Assistant</td> <td>3</td> <td>359 572</td> </tr> <tr> <td>➢ Handyman</td> <td>2</td> <td>198 308</td> </tr> <tr> <td>➢ General Worker</td> <td>1</td> <td>98 219</td> </tr> <tr> <td>➢ Examiners of D/L (Contract Workers)</td> <td>2</td> <td>365 122</td> </tr> </tbody> </table> <p style="text-align: right;">Total Costs: 2 265 118</p>	➢ NaTIS Officers	5	1 243 897	➢ Clerical Assistant	3	359 572	➢ Handyman	2	198 308	➢ General Worker	1	98 219	➢ Examiners of D/L (Contract Workers)	2	365 122		
➢ NaTIS Officers	5	1 243 897																
➢ Clerical Assistant	3	359 572																
➢ Handyman	2	198 308																
➢ General Worker	1	98 219																
➢ Examiners of D/L (Contract Workers)	2	365 122																
Key Performance Area	Performance During the Year, Performance Targets Against Actual Achieved and Plans to Improve Performance	Current	Target															
Applications Received	<ul style="list-style-type: none"> ➢ Application for Learner and Driving License ➢ Issue of Learner and Driving License ➢ Application of temporary and Special Permits ➢ MV Registrations ➢ Application Roadworthiness of vehicles ➢ Issue Roadworthiness Certificates ➢ Application Professional Driving Permits 	7031 5924 283 10500 635 394 1570																
“Batho Pele”	Consultation as part of the principles of “Batho Pele” was made at the License Section through the local news paper “The Highvelder” regarding changes on booking system to make the community aware of this changes																	
Training	During the year 2008/09 the License Section strived to improve upon training, therefore trainings were attended by Officials including Audit and Inspection Training provided by TIDASA whereby 4 Officials obtained their certificates, Supervisory Skills Training provided by Department of Roads and Transport and all official attended were accessed and Customer Care training provided by PALAMA.																	
Management capabilities	Enforcing good service delivery, official were capacitated since the Section was operating with officials who were Acting on Senior positions and they received training on Supervisory Skills and Auditing.																	